

AMENDMENTS TO THE CLAIMS

The following listing of claims replaces all prior listings of claims.

1. (Currently Amended) A method for enabling a ~~supervisor~~user to perform office transactions from a field location comprising the steps of:

receiving a login request from a ~~supervisor~~user through a remote device;

determining whether the ~~supervisor~~user is an authorized user;

receiving a transaction request from the ~~supervisor~~user if the ~~supervisor~~user is an authorized user;

the user interacting with one or more resources through a transaction server to execute the transaction request; and

providing a feedback to the ~~supervisor~~user in response to the transaction request through the remote device;

wherein the resources include one or more systems configured to:

provide the location of a technician in the field.

2. (Currently Amended) The method of claim 1, wherein ~~the remote device is a telephone~~ resources include one or more systems configured to provide information concerning the technician's current job.

3. (Currently Amended) The method of claim 2, 1 wherein the login request includes one or more of a user ID and a password spoken by the supervisor resources include one or more systems configured to alter the technician's schedule.

4. (Currently Amended) The method of claim 13, wherein the resources include one or more systems configured to alter vehicle assignment for the technician further comprising

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~~the step of comparing characteristics of the supervisor's voice with voice exemplars of authorized users.~~

5. (Currently Amended) The method of claim 21, wherein ~~the transaction request is a spoken command provided by the supervisor~~ resources include one or more systems configured to implement testing of a communications network.

6. (Currently Amended) The ~~method system~~ of claim 11, wherein the resources include one or more systems configured to remote device is a wireless device provide information concerning the technician's current job.

7. (Currently Amended) The ~~method system~~ of claim 116, wherein the ~~login request includes a mobile identification number associated with the wireless device~~ resources include one or more systems configured to alter the technician's schedule.

8. (Currently Amended) The ~~method system~~ of claim 116, ~~further comprising the step of comparing the mobile identification number with registered mobile identification numbers associated with authorized users~~ wherein the resources include one or more systems configured to alter vehicle assignment for the technician.

9. (Original) The method of claim 1, wherein the resources include one or more of a legacy system, an Intranet, and the Internet.

10. (Original) The method of claim 1, wherein the resources includes one or more of a security information management system, an outside plant construction management system, a loop qualification system, a work activity statistical sampling system, a fleet

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operations support system, a fleet optimizer system, an integrated technician performance system, a network monitoring and analysis system, a proactive maintenance administration system, an integrated dispatch system, a mechanized time reporting system, an employee scheduling program, an open system interconnect platform, and an outside plant engineering design system.

11. (Currently Amended) A system for enabling a ~~supervisor~~user to perform office transactions comprising:

a remote device operable by the user ~~supervisor~~ from a field location;

a mobile gateway interface adapted to interface with the remote device

during a communications session; and

one or more resources adapted to interact with the remote device through

the mobile gateway interface during the communications session,

wherein the user ~~supervisor~~ performs an office transaction through the resources using the remote device via the mobile gateway interface, wherein the office transaction involves one or more technicians associated with the ~~supervisor~~user;

wherein the resources include one or more systems configured to:

provide the location of a technician in the field.

12. (Currently Amended) The system of claim 11, wherein the mobile gateway interface is adapted to determine whether the ~~supervisor~~user is an authorized user of the system.

13. (Original) The system of claim 12, wherein the mobile gateway interface comprises one or more of a front-end voice server, a front-end data server, and a transaction server.

14. (Currently Amended) The system of claim 13, wherein the mobile gateway interface further comprises a database, wherein the database is accessible by one or both of the front-end voice server and the front-end data server, and wherein the database includes user information associated with the supervisoruser.

15. (Currently Amended) The system of claim 13, wherein the transaction server processes a transaction request received from the supervisoruser using the remote device if the supervisoruser is an authorized user of the system.

16. (Currently Amended) A mobile gateway interface for enabling supervisorusers to perform office transactions by using a remote device at a field location comprising:

one or more front-end servers adapted to determine whether a supervisoruser who submits a login request through the remote device during a communications session is an authorized user; and

a transaction server coupled to the front-end servers, wherein the transaction server interfaces between the remote device and one or more resources during the communications session to process a transaction request received from the supervisoruser if the supervisoruser is an authorized user, and wherein the resources are related to technicians associated with the supervisoruser, wherein the resources include one or more systems configured to:

provide the location of a technician in the field.

17. (Original) The mobile gateway interface of claim 16, wherein the resources includes one or more of a security information management system, an outside plant construction management system, a loop qualification system, a work activity statistical sampling

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system, a fleet operations support system, a fleet optimizer system, an integrated technician performance system, a network monitoring and analysis system, a proactive maintenance administration system, an integrated dispatch system, a mechanized time reporting system, an employee scheduling program, an open system interconnect platform, and an outside plant engineering design system.

18. (Original) The mobile gateway interface of claim 16, wherein one of the front-end servers is a voice server.

19. (Original) The mobile gateway interface of claim 16, wherein one of the front-end servers is a data server.

20. (Original) The mobile gateway interface of claim 16, further comprising a database accessible to the front-end servers, wherein the database includes user information associated with authorized users of the mobile gateway interface.

21. (Currently Amended) ~~A method for performing office transactions using a remote device comprising the steps of:~~

~~registering user information associated with one or more authorized supervisors;~~

~~receiving a login request from a supervisor, wherein the login request includes identity information associated with the supervisor;~~

~~reviewing the identity information to determine whether the identity~~

~~information matches the user information; and~~

~~allowing the supervisor to perform a transaction using one or more resources related to~~

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~~technicians if the supervisor is an authorized supervisor~~

The system of claim 11 wherein the resources include one or more systems configured to implement testing of a communications network.

22. (Currently Amended) The method of claim 21, wherein the transaction request relates to one or more of

- (a) locating a technician;
- (b) querying load associated with a technician;
- (c) creating a proactive maintenance action ticket;
- (d) identifying a technician on high time;
- (e) obtaining details about a technician and a vehicle associated with the technician;
- (f) assigning a new vehicle to a technician;
- (g) updating a technician's temporary schedule;
- (h) completing a safety and service defect form;
- (i) completing a safety observation form;
- (j) finding a technician nearest to a field location;
- (k) obtaining loop qualification results;
- (l) managing e-mail accounts;
- (m) completing a quality review form;
- (n) making sales referrals; and
- (o) finding out what time a technician leaves a work center.

23. (New) A computer program product for enabling a user to perform office transactions from a field location, the computer program product comprising:

a storage medium readable by a processing circuit and storing instructions for execution by the processing circuit for facilitating a method comprising:

receiving a login request from a user through a remote device;

determining whether the user is an authorized user;

receiving a transaction request from the user if the user is an authorized user;

the user interacting with one or more resources through a transaction server to execute the transaction request; and

providing a feedback to the user in response to the transaction request through the remote device;

wherein the resources include one or more systems configured to:

provide the location of a technician in the field.

24. (New) The mobile gateway interface of claim 16, wherein the resources include one or more systems configured to provide information concerning the technician's current job.

25. (New) The mobile gateway interface of claim 16, wherein the resources include one or more systems configured to alter the technician's schedule.

26. (New) The mobile gateway interface of claim 16, wherein the resources include one or more systems configured to alter vehicle assignment for the technician.

27. (New) The mobile gateway interface of claim 16, wherein the resources include one or more systems configured to implement testing of a communications network.

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